User's Manual

Creative Modem Blaster V.92 PCI DI5791

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Version 1.1
October 2002

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ATTENTION: Ce périphérique est destiné à être connecté par l'utilisateur à un ordinateur IBM AT certifié ou listé CSA/TUV/UL ou compatible, à l'intérieur de la zone d'accès définie par le fabricant. Consulter le mode d'emploi/guide d'installation et/ou le fabricant de l'appareil pour vérifier ou confirmer qu'il est possible de connecter d'autres périphériques à votre sytème.

Notice for the USA

FCC Part 15: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, this notice is not a guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try one or more of the following measures:

- ❑ Reorient or relocate the receiving antenna.
- ❑ Increase the distance between the equipment and receiver.
- ❑ Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- ❑ Consult the dealer or an experienced radio/TV technician.

CAUTION: To comply with the limits for the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed in computer equipment certified to comply with the Class B limits.

All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

Modifications

Any changes or modifications not expressly approved by the manufacturer of this device could void the user's authority to operate the device.

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Cet appareil est conforme aux normes de CLASSE "B" d'interférence radio tel que spécifié par le Ministère Canadien des Communications dans les règlements d'interférence radio.

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Introduction

Welcome to Modem Blaster! World. Your new modem allows you to fax documents, transfer data and access online information easily from your computer. Some of the features of your Modem Blaster are:

Plug and Play

This feature allows you to install your Modem Blaster easily, as the device is automatically configured.

Faxes

You can use your Modem Blaster to send and receive fax documents. You can also configure the modem to serve as a fax-on-demand system by using the software provided.

Internet Access

Modem Blaster allows you to access computer bulletin boards and to browse the Internet at speeds of up to 56 Kbps.

Answering Machine

Modem Blaster functions as an answering machine with multiple mail boxes. Remote users can leave messages in your mail box, and you can play back these messages at any time. Modem Blaster even pages you to notify you of new messages!

Video Conferencing

Your Modem Blaster comes complete with V.92 standard support, for use with H.32x video conferencing systems.

QuickConnect

This feature drastically reduces the amount of time it takes for your Modem Blaster to establish a connection with your Internet Service Provider. The characteristics of the last call are saved in your computer, and retrieved for subsequent calls, resulting in a shorter connection time.

Modem-on-Hold

This feature allows you to answer an incoming call even when you are surfing the Internet. Check with your local Internet Service Provider to ascertain that this feature is supported in your area. For more details, see “About Your Modem” on page 1-1.

PCM Upstream

This feature enhances your Modem Blaster’s data upload speed from 33.6 Kbps to a maximum of 48 Kbps.

V.44 Data Compression

Your Modem Blaster incorporates the new V.92 standard. This new standard offers V.44 Data Compression technology that allows you to browse the Internet at higher speeds than existing data compression standards.

Before You Begin

This section provides information you should know about before using this manual.

- ❑ Recording Model and Serial Numbers
- ❑ Checking System Requirements
- ❑ Document Conventions

Recording Model and Serial Numbers

Your modem card has a model number and a serial number. After removing the modem card from its packaging, write down its model and serial numbers for future reference. You will need to quote these numbers when contacting our Technical Support office.

Checking System Requirements

The following are the minimum system requirements:

- ❑ Available PCI slot
- ❑ 133 MHz or faster Pentium® IBM® compatible PC
- ❑ 25 MB of free hard disk space
- ❑ 16 MB RAM on motherboard (32 MB recommended)
- ❑ Microsoft® Windows® 95 OSR 2.X, Windows 98, Windows 98 Second Edition (SE), Windows NT, Windows 2000, Windows Millennium Edition (Me) or Windows XP
- ❑ CD-ROM drive for modem and communication software installation
- ❑ An audio card for video conferencing.

Some supplied software will not run in Windows NT. Refer to the readme file in the Installation CD for more information.

Document Conventions

This manual uses the following conventions to help you locate and identify the information that you need.

Table i: Document conventions

Text Element	Use
	This notepad icon indicates information that is of particular importance and should be considered before continuing.
	This alarm clock icon indicates that failure to adhere to directions may result in loss of data or damage to your system.
	The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

1

About Your Modem

This chapter explains what Plug and Play is, and also helps you locate and identify the components of your modem.

Place the modem in front of you as you go through this chapter. This will help you identify the various components on your card.

Plug and Play

Your modem card supports Plug and Play in Windows 95 OSR 2.X/98/98SE, Windows NT, Windows 2000, Windows Me and Windows XP. This feature allows you to install your Modem Blaster easily, as the device is automatically configured.

If you encounter a hardware conflict while connecting a Plug and Play device, refer to Table A-1 on page A-1 for a list of available Plug and Play resources.

Jacks

Jacks are one-hole connecting interfaces on your modem card. They allow you to attach other devices to your card.

The jack on your modem card can be seen in Figure 1-1.

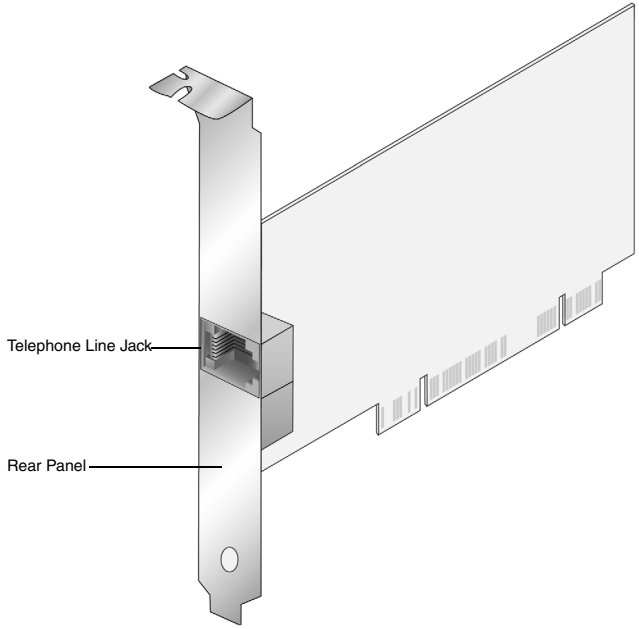

Figure 1-1: The jack on your modem card.

Telephone Line Jack

The Telephone Line jack allows you to connect to a telephone line for data transmission and document faxing.

About Modem-on-Hold

This feature allows you to answer an incoming call even when you are surfing the Internet.

It suspends the data connection between your modem and the ISP so that you can pick up your phone and receive an incoming call in the usual way, while surfing the Internet. When your call is complete, the modem reconnects you to the Internet.

Check with your local Internet Service Provider to ascertain whether this feature is supported in your area.

Using Modem-on-Hold

1. If a call comes in while you are on the Internet, a dialog box similar to Figure 1-2 appears, asking you if you want to answer the call. Click the **Yes** button.

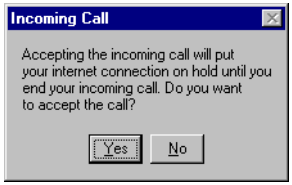
Incoming Call
Accepting the incoming call will put your internet connection on hold until you end your incoming call. Do you want to accept the call?
Yes
No

Figure 1-2

2. A dialog box similar to Figure 1-3 appears, telling you that you only have two minutes to complete your call. The call is automatically cut off after two minutes. After completing your call, click the **OK** button. The modem will reconnect to the Internet.

For more information, visit http://www.v92.com.

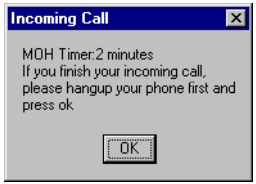

Figure 1-3

Fax Talk Communicator

Fax Talk Communicator transforms your PC and modem into a sophisticated communications centre. Whether you're at home, in the office, or on the road, FaxTalk Communicator is designed to be powerful, easy-to-use, and provide a wide array of features to save you time and make you more productive.

Figure 1-4

2

Installing Hardware

Installation Steps

Step 1: Prepare your computer

Turn off the main power supply and disconnect your computer's power cord. Systems using an ATX power supply unit with soft power off may still be powering the PCI slot. This can damage your modem card when it is inserted into the slot.

1. Turn off your computer and all peripheral devices.
2. Touch a metal plate on your computer to ground yourself and to discharge any static electricity, and then unplug the power cord from the wall outlet.
3. Remove your computer casing.
4. Remove the metal bracket from an unused PCI slot as shown in Figure 2-1. Put the screw aside for use later.

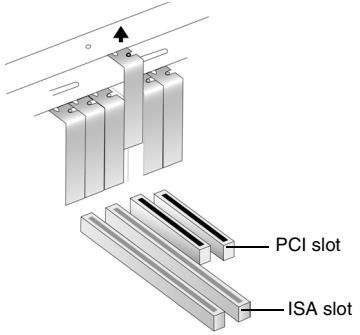

Figure 2-1: Removing a metal plate

Step 2: Insert the modem card

Do not force the modem card into the slot. Make sure that the gold finger PCI connector on the modem card is aligned with the PCI bus connector on the motherboard before you insert the card into the PCI expansion slot.
If it does not fit properly, gently remove it and try again.

1. Align the modem card with the PCI slot and press the card gently but firmly into the slot as shown in Figure 2-2.

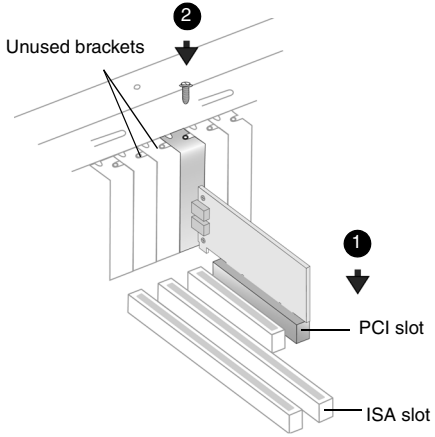

Figure 2-2: Aligning the card against the slot.

2. Secure the modem card with the screw you had placed aside earlier.

Step 3: Connect to power supply

1. Replace the computer casing.
2. Plug the power cord back into the wall outlet, and then turn on the computer.

To install drivers, refer to “Installing and Testing Modem Drivers” on page 3-1.

Step 4: Connect to the telephone line

1. Locate the most convenient telephone wall outlet.
2. If a phone is already connected to it, unplug the telephone cable from the wall outlet.
3. Connect one end of the telephone cable provided to the wall outlet and the other end to the Telephone Line jack of the modem.

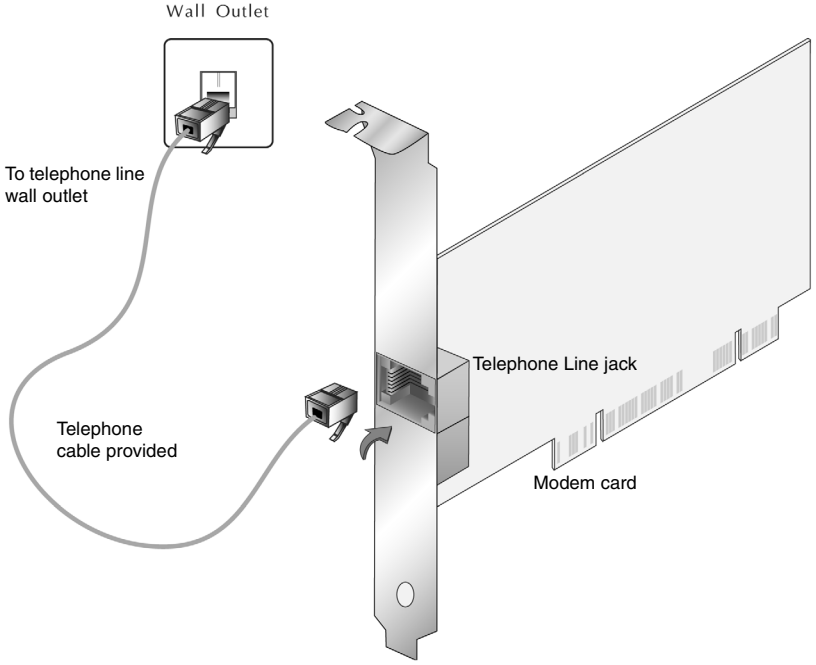

Figure 2-3: Connecting the telephone line to your modem.

Notes on Telephone Lines

Before using the modem, you need to connect your telephone line to the modem card. To ensure that the modem works properly, know that:

- ❑ Your modem cannot be used on “party lines”, nor can it be used on toll or coin-operated lines.
  Contact your local telephone company for help if you are not sure about the suitability of your telephone line.
- ❑ This modem is intended for use on an analog telephone line, also called a POTS (Plain Old Telephone Service) line. This modem cannot be connected directly to a digital telephone line, such as those commonly found in businesses.
  Either obtain an analog line or an analog converter compatible with the telephone line you are using.

3

Installing and Testing Modem Drivers

If you have not installed Windows 95 OSR 2.X, Windows 98/98SE, Windows 2000, Windows NT, Windows Me or Windows XP, do so before you proceed.

This chapter is organized as follows:

- ❑ Installing the Modem Driver in Windows 95 OSR 2.X
- ❑ Testing the Installation in Windows 95 OSR 2.X
- ❑ Installing the Modem Driver in Windows 98/98SE
- ❑ Testing the Installation in Windows 98/98SE
- ❑ Installing the Modem Driver in Windows 2000
- ❑ Testing the Installation in Windows 2000
- ❑ Installing the Modem Driver in Windows NT
- ❑ Testing the Installation in Windows NT
- ❑ Installing the Modem Driver in Windows Me
- ❑ Testing the Installation in Windows Me
- ❑ Installing the Modem Driver in Windows XP
- ❑ Testing the Installation in Windows XP

Installing the Modem Driver in Windows 95 OSR 2.X

1. Turn on your computer to allow the operating system to detect the modem.
2. When the dialog box similar to Figure 3-1 appears, insert the Installation CD into your CD-ROM drive and then click the **Next** button.

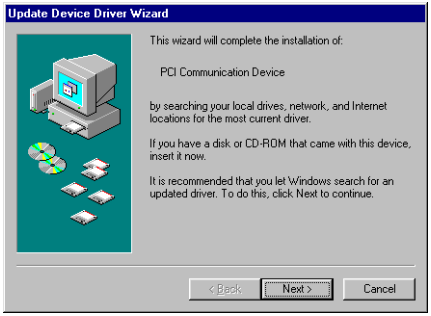
Update Device Driver Wizard
This wizard will complete the installation of:
PCI Communication Device
by searching your local drives, network, and Internet locations for the most current driver.
If you have a disk or CD-ROM that came with this device, insert it now.
It is recommended that you let Windows search for an updated driver. To do this, click Next to continue.
< Back
Next >
Cancel

Figure 3-1

3. When the dialog box similar to Figure 3-2 appears, click the **Other Locations** button.

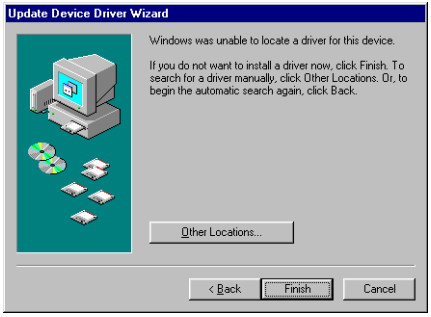
Update Device Driver Wizard
Windows was unable to locate a driver for this device.
If you do not want to install a driver now, click Finish. To search for a driver manually, click Other Locations. Or, to begin the automatic search again, click Back.
Other Locations...
< Back
Finish
Cancel

Figure 3-2

4. When the dialog box similar to Figure 3-3 appears, click the **Browse** button to locate the driver files in **E:\Drivers\Win95** (where E: represents your CD-ROM drive).
5. Click the **OK** button.

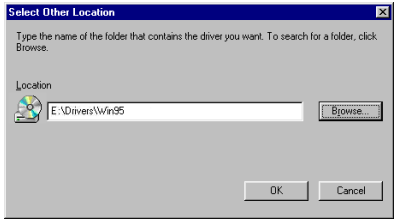

Figure 3-3

6. When the dialog box similar to Figure 3-4 appears, click the **Finish** button.

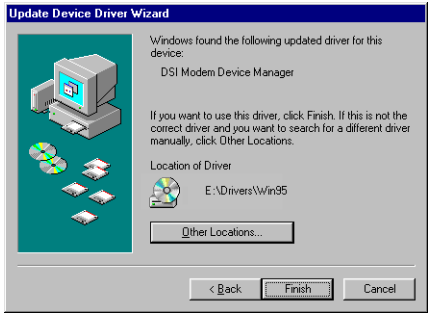
Update Device Driver Wizard
Windows found the following updated driver for this device:
DSI Modem Device Manager
If you want to use this driver, click Finish. If this is not the correct driver and you want to search for a different driver manually, click Other Locations.
Location of Driver
E:\Drivers\Win95
Other Locations...
< Back
Finish
Cancel

Figure 3-4

7. When the dialog box similar to Figure 3-5 appears, click the **OK** button.

Insert Disk
The disk labeled 'DSI PCI Modem Driver Disk' is now required.
This disk is provided by your computer manufacturer.
Click OK to continue.
OK

Figure 3-5

8. When the dialog similar to Figure 3-6 appears, click the **Browse** button to locate the driver files in **E:\Drivers\Win95** (where E: represents your CD-ROM drive), and then click the **OK** button.
9. Restart your computer to let the new settings take place.

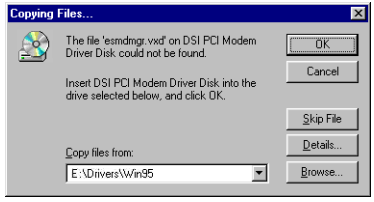

Figure 3-6

After you have set up your modem, run a test to ensure that your card has been installed properly (see "Testing the Installation in Windows 95 OSR 2.X" on page 3-5).

Testing the Installation in Windows 95 OSR 2.X

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon.
3. When the **Modems Properties** dialog box similar to Figure 3-7 appears, click the **Diagnostics** tab.
4. Select the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Hardware Conflicts" on page B-4).

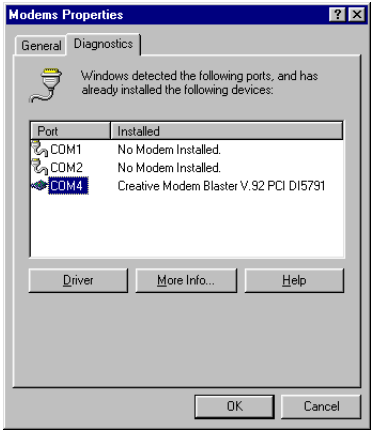

Figure 3-7: Modem Properties dialog box.

Installing the Modem Driver in Windows 98/98SE

1. Turn on your computer to allow the operating system to detect the modem.
2. When the dialog box similar to Figure 3-8 appears, insert the Installation CD into your CD-ROM drive and then click the **Next** button.

Add New Hardware Wizard
This wizard searches for new drivers for:
PCI Communication Device
A device driver is a software program that makes a hardware device work.
< Back
Next >
Cancel

Figure 3-8

3. When the dialog box similar to Figure 3-9 appears, click the **Search for the best driver for your device (Recommended)** option and click the **Next** button.

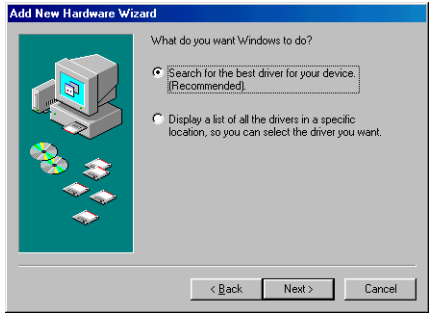
Add New Hardware Wizard
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

Figure 3-9

4. When the dialog box similar to Figure 3-10 appears, click the **Specify a location** check box, and click the **Browse** button to locate the driver files in **E:\Drivers\Win98** (where E: represents your CD-ROM drive).
5. Click the **Next** button.
6. When Windows prompts you **Windows has found an updated driver for this device, and also some other drivers that should work with this device**, click the **The updated driver (Recommended)** option and then click the **Next** button.
7. When the dialog box similar to Figure 3-11 appears, click the **Next** button.
8. Follow the remaining onscreen steps to install the rest of the drivers and to complete your modem installation.
9. Restart your computer to let the new settings take place.

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
Floppy disk drives
CD-ROM drive
Microsoft Windows Update
Specify a location:
E:\Drivers\Win98
Browse...
< Back
Next >
Cancel

Figure 3-10

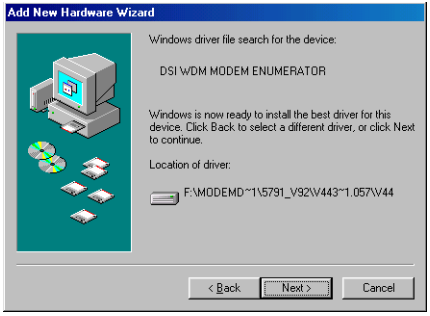
Add New Hardware Wizard
Windows driver file search for the device:
DSI WDM MODEM ENUMERATOR
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
F:\MODEMD~1\5791_V92\V443~1.057\V44
< Back
Next >
Cancel

Figure 3-11

After you have set up your modem, run a test to ensure that your card has been installed properly (see “Testing the Installation in Windows 98/ 98SE” on page 3-8).

Testing the Installation in Windows 98/98SE

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon.
3. When the **Modems Properties** dialog box similar to Figure 3-12 appears, click the **Diagnostics** tab.
4. Select the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Hardware Conflicts" on page B-4).

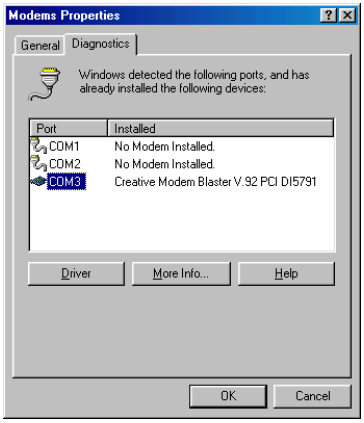

Figure 3-12: Modem Properties dialog box.

Installing the Modem Driver in Windows 2000

1. Turn on your computer to allow the operating system to detect the modem.
2. When the **Found New Hardware Wizard** dialog box similar to Figure 3-13 appears, insert the Installation CD into your CD-ROM drive.
3. Click the **Specify a location** check box, and then click the **Next** button.

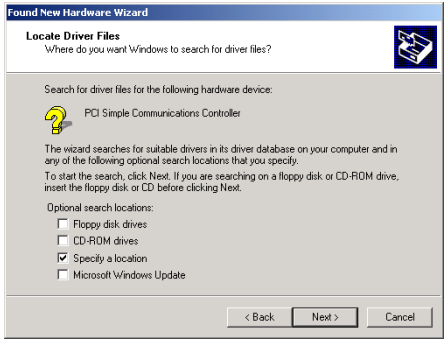
Found New Hardware Wizard
Locate Driver Files
Where do you want Windows to search for driver files?
Search for driver files for the following hardware device:
PCI Simple Communications Controller
The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.
To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.
Optional search locations:
Floppy disk drives
CD-ROM drives
Specify a location
Microsoft Windows Update
< Back
Next >
Cancel

Figure 3-13

4. When the dialog box similar to Figure 3-14 appears, click the **Browse** button to locate the driver files in **E:\Drivers\Win2K** (where E: represents your CD-ROM Drive), and then click the **OK** button.

Figure 3-14

5. When the dialog box similar to Figure 3-15 appears, click the **Next** button.
6. Click the **Yes** button.

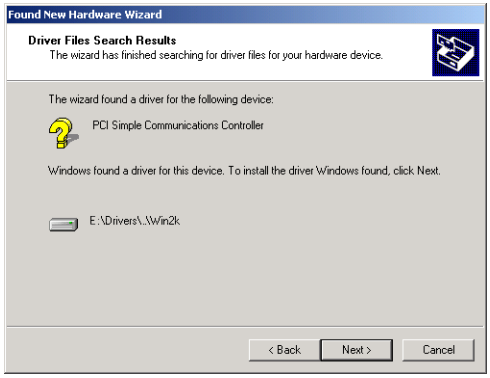
Found New Hardware Wizard
Driver Files Search Results
The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
PCI Simple Communications Controller
Windows found a driver for this device. To install the driver Windows found, click Next.
E:\Drivers\..\Win2k
< Back
Next >
Cancel

Figure 3-15

7. When the dialog box similar to Figure 3-16 appears, click the **Finish** button.
8. Restart your computer to let the new settings take place.

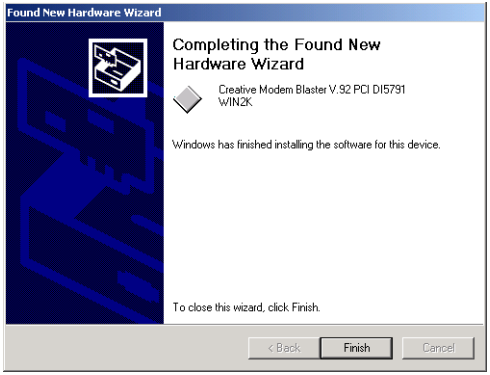
Found New Hardware Wizard
Completing the Found New Hardware Wizard
Creative Modem Blaster V.92 PCI DI5791 WIN2K
Windows has finished installing the software for this device.
To close this wizard, click Finish.
< Back
Finish
Cancel

Figure 3-16

Testing the Installation in Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Phone and Modems** icon.
3. In the **Creative Modem Blaster V.92 PCI DI5791 WIN2K Properties** dialog box, click the **Diagnostics** tab.
4. Click the **Query Modem** button to display the response status of your modem.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Hardware Conflicts” on page B-4).

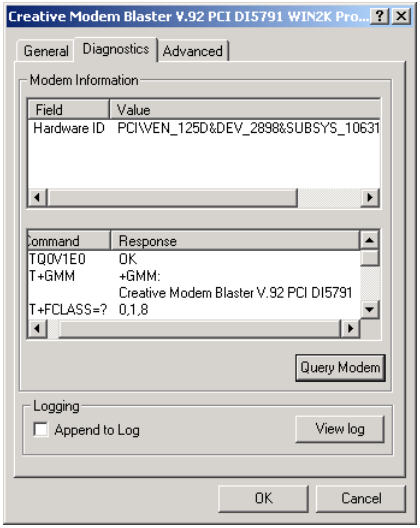

Figure 3-17: Creative Modem Blaster V.92 PCI DI5791 Properties dialog box.

Installing the Modem Driver in Windows NT

1. Turn on your computer and insert the Installation CD into your CD-ROM drive.
2. Click **Start** -> **Run**.
3. In the **Run** dialog box similar to Figure 3-18, click the **Browse** button and locate the driver files in **E:\Drivers\WinNT\setupdsi.exe** (where E: represents your CD-ROM Drive), and then click the **OK** button.

Figure 3-18

4. When the dialog box similar to Figure 3-19 appears, click the **OK** button.

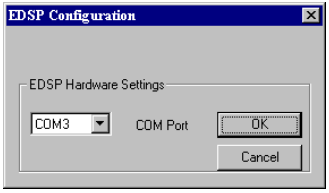

Figure 3-19

5. When the dialog box similar to Figure 3-20 appears, click the **OK** button.
6. Click **Start** -> **Settings** -> **Control Panel**.
7. Double-click the **Modems** icon.
8. In the **Install New Modem** dialog box, click the **Next** button.
9. Follow the onscreen instructions to continue the installation of your modem.
   Be sure to allow Windows to auto-detect your modem card.

EDSP Setup Program 1.03
EdspPort driver has been installed, use the Modem icon in Control Panel to autodetect the EDSP modem.
OK

Figure 3-20

10. When the dialog box similar to Figure 3-21 appears, click the **Next** button.

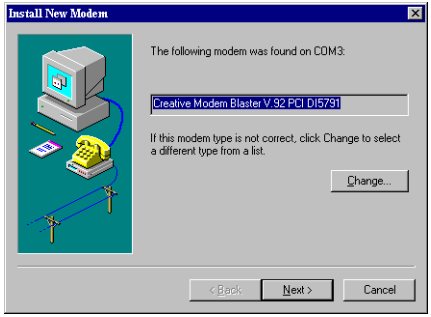
Install New Modem
The following modem was found on COM3:
Creative Modem Blaster V.92 PCI DI5791
If this modem type is not correct, click Change to select a different type from a list.
Change...
< Back
Next >
Cancel

Figure 3-21

11. When the dialog box similar to Figure 3-22 appears, click the **Finish** button to complete the installation.
12. Restart your computer to let the new settings take place.

After you have set up your modem, run a test to ensure that your card has been installed properly (see “Testing the Installation in Windows NT” on page 3-14).

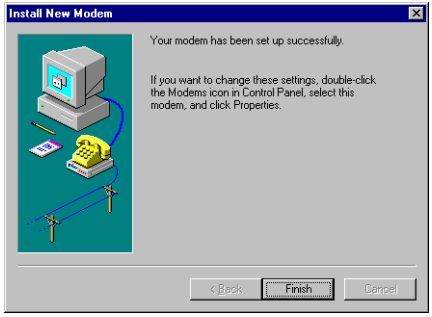
Install New Modem
Your modem has been set up successfully.
If you want to change these settings, double-click the Modems icon in Control Panel, select this modem, and click Properties.
< Back
Finish
Cancel

Figure 3-22

Testing the Installation in Windows NT

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon.
3. The **Modems Properties** dialog box similar to Figure 3-23 appears.
   If your **Creative Modem Blaster V.92 PCI DI5791** is listed, the installation is successful.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Hardware Conflicts” on page B-4).

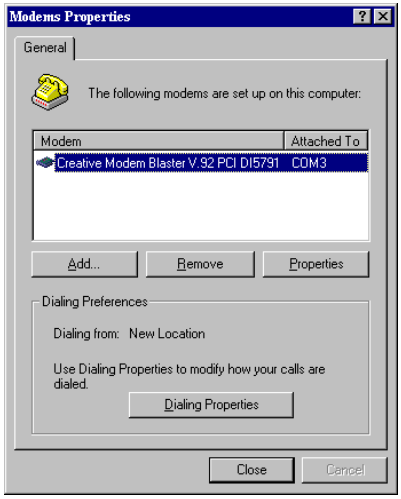

Figure 3-23: Modem Properties dialog box.

Installing the Modem Driver in Windows Me

1. Turn on your computer to allow the operating system to detect the modem.
2. Insert the Installation CD into your CD-ROM drive.
3. When the **Add New Hardware Wizard** dialog box similar to Figure 3-24 appears, click the **Specify the location of the driver (Advanced)** option and click the **Next** button.

Add New Hardware Wizard
Windows has found the following new hardware:
PCI Communication Device
Windows can automatically search for and install software that supports your hardware. If your hardware came with installation media, insert it now and click Next.
What would you like to do?
Automatic search for a better driver (Recommended)
Specify the location of the driver (Advanced)
< Back
Next >
Cancel

Figure 3-24

4. When the dialog box similar to Figure 3-25 appears, click the **Specify a location** check box. Make sure that the **Removable Media (Floppy, CD-ROM...)** check box is not selected.
5. Click the **Browse** button to locate the driver files in **E:Drivers\WinMe** (where E: represents your CD-ROM drive).
6. Click the **Next** button.

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected
Search for the best driver for your device. (Recommended).
Removable Media (Floppy, CD-ROM...)
Specify a location:
E:\Drivers\WinMe
Browse
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

Figure 3-25

After you have set up your modem, run a test to ensure that your card has been installed properly (see “Testing the Installation in Windows Me” on page 3-17).

7. When Windows prompts you with the message**Windows driver file search for the device: DSI WDM MODEM ENUMERATOR**, click the **Next** button
8. When the dialog box similar to Figure 3-26 appears, click the **Finish** button.
9. Follow the remaining onscreen steps to install the rest of the drivers and to complete your modem installation.
10. Restart your computer to let the new settings take place.

Figure 3-26

Testing the Installation in Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon.
3. When the **Modems Properties** dialog box similar to Figure 3-27 appears, click the **Diagnostics** tab.
4. Click the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Hardware Conflicts" on page B-4).

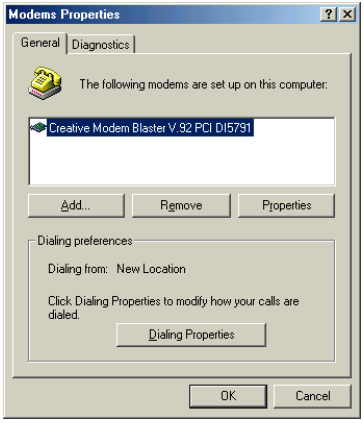

Figure 3-27: Modem Properties dialog box.

Installing the Modem Driver in Windows XP

1. Turn on your computer to allow the operating system to detect the modem.
2. When the **Found New Hardware Wizard** dialog box similar to Figure 3-28 appears, insert the Installation CD into your CD-ROM drive.
3. Click the **Install from a list or specific location (Advanced)** option, and then click the **Next** button.
4. When the dialog box similar to Figure 3-29 appears, click the **Browse** button to locate the driver files in **E:\Drivers\WinXP** (where E: represents your CD-ROM Drive), and then click the **Next** button.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
PCI Simple Communications Controller
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Figure 3-28

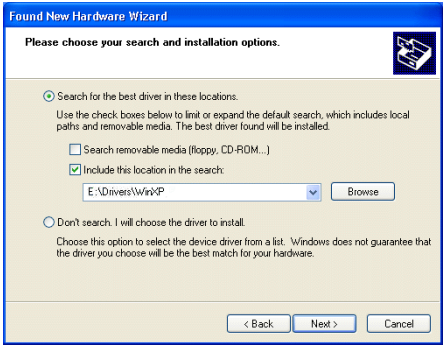
Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
E:\Drivers\WinXP
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

Figure 3-29

After you have set up your modem, run a test to ensure that your card has been installed properly (see "Testing the Installation in Windows XP" on page 3-20).

At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to Figure 3-31 appears.

You may see this message when installing this driver or update. If you do, you may choose to click the **Continue Anyway** button. Creative has tested this driver or update on Windows XP, and it does not impair or destabilize your computer.If you need more XP-related information, go to the product web site's Help or speak with Creative Technical Support staff.

5. When the dialog box similar to Figure 3-30 appears, click the **Browse** button to locate the driver files in **E:\Drivers\WinXP** (where E: represents your CD-ROM Drive), and then click the **OK** button.

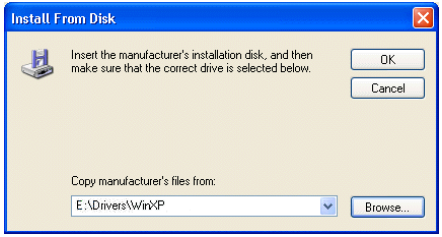

Figure 3-30

6. When the dialog box similar to Figure 3-31 appears, click the **Continue Anyway** button.
7. Click the **Finish** button.
8. Restart your computer to let the new settings take place.

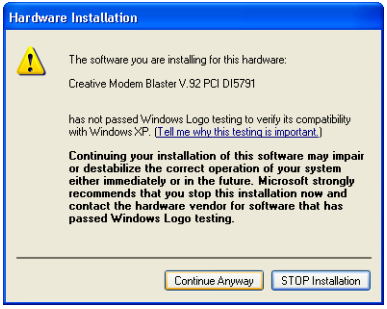
Hardware Installation
The software you are installing for this hardware:
Creative Modem Blaster V.92 PCI DI5791
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

Figure 3-31

Testing the Installation in Windows XP

1. Click **Start** -> **Control Panel**.
2. Click the **Phone and Modem Options** icon.
3. Click the **Modems** tab.
4. In the Modems tabbed page, click **Creative Modem Blaster V.92 PCI DI5791** and then click the **Properties** button.
5. When the dialog box similar to Figure 3-32 appears, click the **Diagnostics** tab.
6. Click the **Query Modem** button to display the response status of your modem.
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Hardware Conflicts” on page B-4).

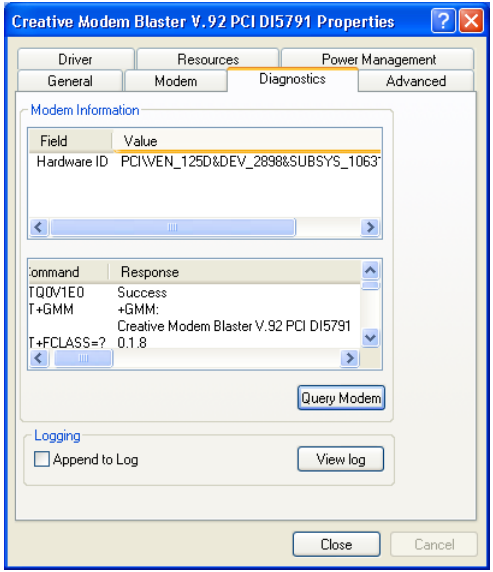

Figure 3-32: Creative Modem Blaster V.92 PCI DI5791 Properties dialog box.

4

Uninstalling Modem Drivers

This chapter is organized as follows:

- ❑ Uninstalling the Modem in Windows 95 OSR 2.X
- ❑ Uninstalling the Modem in Windows 98/98SE
- ❑ Uninstalling the Modem in Windows 2000
- ❑ Uninstalling the Modem in Windows NT
- ❑ Uninstalling the Modem in Windows Me
- ❑ Uninstalling the Modem in Windows XP

Uninstalling the Modem in Windows 95 OSR 2.X

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When the **Add/Remove Programs Properties** dialog box similar to Figure 4-1 appears, click **Uninstall Creative Modem Blaster V.92**.
4. Click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and remove the modem card from your system.

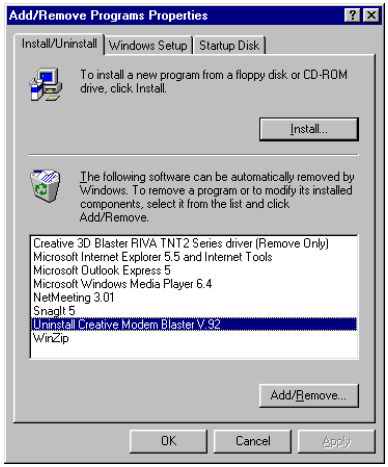
Add/Remove Programs Properties
Install/Uninstall
Windows Setup
Startup Disk
To install a new program from a floppy disk or CD-ROM drive, click Install.
Install...
The following software can be automatically removed by Windows. To remove a program or to modify its installed components, select it from the list and click Add/Remove.
Creative 3D Blaster RIVA TNT2 Series driver (Remove Only)
Microsoft Internet Explorer 5.5 and Internet Tools
Microsoft Outlook Express 5
Microsoft Windows Media Player 6.4
NetMeeting 3.01
SnagIt 5
Uninstall Creative Modem Blaster V.92
WinZip
Add/Remove...
OK
Cancel
Apply

Figure 4-1: Add/Remove Programs Properties dialog box.

Uninstalling the Modem in Windows 98/98SE

1. Click the **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When the **Add/Remove Programs Properties** dialog box similar to Figure 4-2 appears, click **Uninstall Creative Modem Blaster V.92**.
4. Click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and remove the modem card from your system.

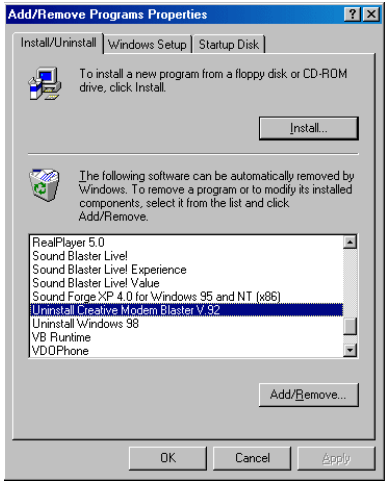
Add/Remove Programs Properties
Install/Uninstall
Windows Setup
Startup Disk
To install a new program from a floppy disk or CD-ROM drive, click Install.
Install...
The following software can be automatically removed by Windows. To remove a program or to modify its installed components, select it from the list and click Add/Remove.
RealPlayer 5.0
Sound Blaster Live!
Sound Blaster Live! Experience
Sound Blaster Live! Value
Sound Forge XP 4.0 for Windows 95 and NT (x86)
Uninstall Creative Modem Blaster V.92
Uninstall Windows 98
VB Runtime
VDOPhone
Add/Remove...
OK
Cancel
Apply

Figure 4-2: Add/Remove Programs Properties dialog box.

Uninstalling the Modem in Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. In the **Add/Remove Programs** dialog box similar to Figure 4-3, click **Uninstall Creative Modem Blaster**, and then click the **Change/Remove** button.

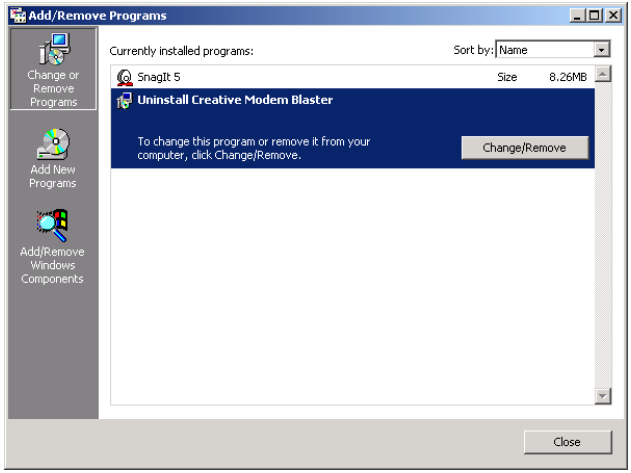

Figure 4-3: Add/Remove Programs dialog box.

4. When Windows 2000 prompts you to remove the selected modem, click the **Yes** button to complete the uninstallation.
5. Turn off your computer and remove the modem card from your system.

Uninstalling the Modem in Windows NT

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When the **Add/Remove Programs Properties** dialog box similar to Figure 4-4 appears, click the **Install/Uninstall** tab.
4. Click **Uninstall Creative PCI Modem** from the list, and click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and remove the modem card from your system.

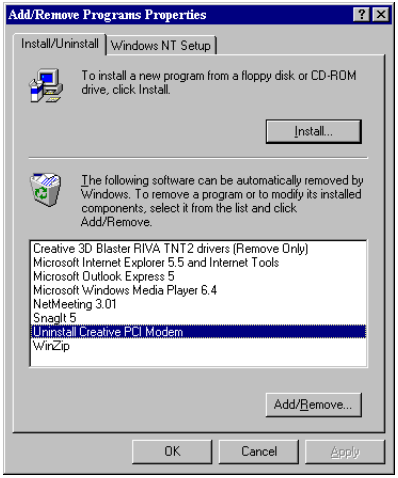
Add/Remove Programs Properties
Install/Uninstall
Windows NT Setup
To install a new program from a floppy disk or CD-ROM drive, click Install.
Install...
The following software can be automatically removed by Windows. To remove a program or to modify its installed components, select it from the list and click Add/Remove.
Creative 3D Blaster RIVA TNT2 drivers (Remove Only)
Microsoft Internet Explorer 5.5 and Internet Tools
Microsoft Outlook Express 5
Microsoft Windows Media Player 6.4
NetMeeting 3.01
SnagIt 5
Uninstall Creative PCI Modem
WinZip
Add/Remove...
OK
Cancel
Apply

Figure 4-4: Add/Remove Programs Properties dialog box.

Uninstalling the Modem in Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When the **Add/Remove Programs Properties** dialog box similar to Figure 4-5 appears, click the **Install/Uninstall** tab.
4. Click **Uninstall Creative Modem Blaster** from the list and then click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and remove the modem card from your system.

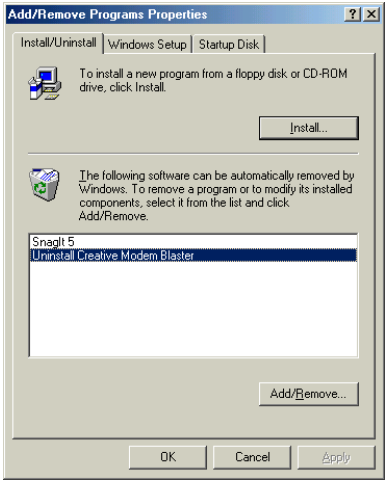
Add/Remove Programs Properties
Install/Uninstall
Windows Setup
Startup Disk
To install a new program from a floppy disk or CD-ROM drive, click Install.
Install...
The following software can be automatically removed by Windows. To remove a program or to modify its installed components, select it from the list and click Add/Remove.
SnagIt 5
Uninstall Creative Modem Blaster
Add/Remove...
OK
Cancel
Apply

Figure 4-5: Add/Remove Programs Properties dialog box.

Uninstalling the Modem in Windows XP

1. Click **Start** -> **Control Panel**.
2. Click the **Add or Remove Programs** icon.
3. In the **Add or Remove Programs** dialog box similar to Figure 4-6, click the **Change/Remove** button and then click the **Close** button.

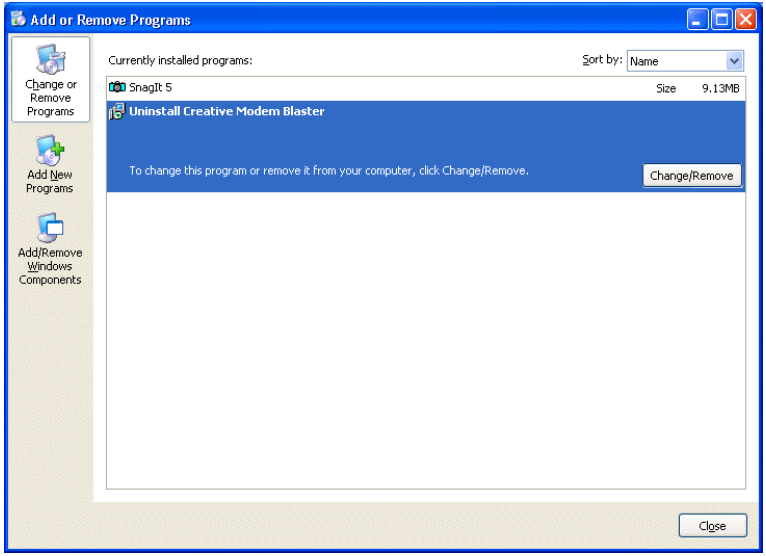

Figure 4-6: Add or Remove Programs dialog box.

4. Turn off your computer and remove the modem card from your system.

A

General Specifications

This appendix lists the general specifications of your modem.

Plug and Play

- ❑ PCI specification compliant.
- ❑ Plug and Play resources.

Table A-1: Plug and Play Resource Information.

Dependent functions	Resource Information
Choice 1 COM 3	I/O Port: 3E8 to 3EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 2 COM 4	I/O Port: 2E8 to 2EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 3 COM 2	I/O Port: 2F8 to 2FF IRQ: 3
Choice 4 COM 1	I/O Port: 3F8 to 3FF IRQ: 4

Table A-1: Plug and Play Resource Information.

Dependent functions	Resource Information
Choice 5 Free-For-All	I/O Port: 2A0 to 2A7, 2A8 to 2AF, ... 2D8 to 2DF IRQ: 3, 4, 5, 7, 9, 10, 11 or 15

Data Features

Due to line conditions and FCC regulations, your data rate may be lower. Current FCC regulations limit download to 53Kbps max.

- ❑ Integrated data, fax, and voice mail modem.
- ❑ 56,000/54,000/52,000/50,000/48,000/46,000/ 44,000/42,000/40,000/38,000/36,000/34,000
- ❑ 33,600/28,800/26,400/24,000/21,600/19,200/16,800/14,400/ 12,000/9,600/7,200/4,800/ 2,400/1,200/300 bps data speeds.
- ❑ Compatibility with the following data modem standards:
  - V.92, V.90, V.34, V.32bis, V.32, V.23, V.22bis, V.22A/B, and V.21; Bell 212A and 103J.
  - V.42 LAPM and MNP2-4 error correction.
  - V.44, V.42bis and MNP5 data compression.
- ❑ Compression, line control, and error control are implemented in hardware. Therefore, no special drivers or libraries are needed to take advantage of the higher speeds and data reliability.
- ❑ Automatic dial and answer capabilities.

Fax Features

- ❑ Supports Class 1 fax commands.
- ❑ Fax speeds up to 14,400 bps for send and receive.
- ❑ Compatibility with the following fax modem transmission standards:
  - V.17 (14400 bps)
  - V.21 Channel 2 (300 bps)
  - V.27ter (7200 bps)
  - V.29 (9600 bps)

Voice Features

- ❑ Able to record and play voice messages over the telephone line.
- ❑ Multiple mailboxes using Included Communications software.

Video Conferencing Support

- ❑ Supports ITU V.92 standard to allow high performance video conferencing over standard phone lines and the internet. Video Conferencing standards are H.324 and H.323.

B

Troubleshooting

This appendix provides tips and solutions for resolving some of the problems you might encounter with Modem Blaster PCI DI5791 either during installation or normal use.

Problems With Your Modem

The modem fails to accept commands to dial or answer a call.

Cause There may be an improper telephone line connection.

Solution Make sure the telephone cable is attached to the Telephone Line jack. Also check that all devices are turned on.

There is interference on the telephone line that is connected to the modem.

Solution Try moving the telephone line away from any power source, monitor, printer or any computer cable.

The modem cannot connect to the Internet at 56,000 bps.

Cause This may be due to line conditions in your area. Due to CTR21 regulations and/or line conditions, it is not always possible to achieve the maximum data rate.

Solution Try moving the telephone line away from any power source, monitor, printer or any computer cable and remove other telephone equipment from the line.

The modem or communications software fails to detect that the remote user has hung up.

Cause The modem or communications software relies on the dial tone, busy tone or silence period to detect that a remote user has hung up. This detection may fail due to one of the following reasons:

- ❑ Your local telephone system does not generate the dial or busy tone when the remote user hangs up.
- ❑ The silent period for the modem or communications software to detect that the remote user has hung up is not long enough.
- ❑ The modem or communications software cannot detect a different dial or busy tone. For example, if you are connecting to a PABX system, the dial or busy tone generated is different from the usual dial or busy tone.

Solution Prompt the user to respond.
This may, however, result in a long delay before the communications software responds to the remote user hanging up. To minimize this delay, modify the following settings:

- ❑ Voice message recording time.
- ❑ Number of prompts.
- ❑ Time to wait for a response after prompting.

Poor sound quality when using communications software.

Cause Some 32-bit sound and communications software require a Unimodem V file. Windows 95 OSR 2.X normally installs this file. However, in some installations, the file is missing.

Solution Follow these steps to install the Unimodem V file:

1. Go to www.modemblaster.com.
2. Locate the **Download Drivers** section.
3. Select your region and operating system.
4. Download the Unimodem V file.
5. Start Windows Explorer.
6. Copy the file **UNIMODV.EXE** to your Windows\System directory.
7. Locate and double-click the file **UNIMODV.EXE** to run it.
8. Restart your computer.

No dial tone when using the modem.

Cause The IRQ of the modem is either in conflict with another device or is mis-reported in Windows.

Solution Many chipsets have IRQ routing drivers for Windows. If you have an internal modem, and these drivers do not work or do not exist on your system, changing the slot of the modem card may help.

Resolving Hardware Conflicts

Hardware conflicts may occur when two or more peripheral devices are set to use the same I/O address, IRQ line or DMA channel.

To resolve conflicts in Windows 95 OSR 2.X, Windows 98/98SE, Windows 2000, Windows NT, Windows Me or Windows XP, change the resource settings of your modem or the conflicting peripheral device using Device Manager.

Resolving Conflicts in Windows 95 OSR 2.X/ 98/ 98SE/ME

If you are unsure of which peripheral device is causing the conflict, you can isolate the source of the problem by temporarily removing all devices (except your modem and essential devices such as the disk controller). After that, add the devices back one at a time until the device that is causing the conflict is found.

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Device Manager** tab.
4. Double-click **Modem**.
5. Select your modem and click the **Properties** button. The **Properties** dialog box of the modem appears.
6. Click the **Resources** tab.
7. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
8. Restart your system to allow Windows 95 OSR 2.X/98/98SE to reassign resources to your modem and/or the conflicting peripheral device.

Resolving Conflicts in Windows 2000/XP

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Hardware** tab.
4. Click the **Device Manager** button.
5. Double-click **Modem**.
6. Click the name of your modem.
7. Right-click the name of your modem.
   A menu appears.
8. Select the **Properties** option.
9. Click the **Resources** tab.
10. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
11. Restart your system to allow Windows 2000/XP to reassign resources to your modem and/or the conflicting peripheral device

C

Creative Technical Support

At Creative, in addition to giving you the best products, we are committed to supporting you by providing a comprehensive suite of eService options complemented by telephone support.

Creative's eService options outlined below are designed to assist you if you have a question or problem installing or using your Creative product. Before accessing these eService options, it is important to have the following information ready:

- ❑ The serial and model numbers of your Creative product (found at the back of the product). Information on identifying your model number is available in the **Support** area of the Creative regional websites.
- ❑ Computer type and speed (for example, Pentium II 233MHz).
- ❑ Details of your problem such as error messages, hardware conflicts etc.
- ❑ Motherboard information: BIOS manufacturer/version and chipset manufacturer
- ❑ Type and version of your operating system (for example, Windows 98SE).
- ❑ Place and date of purchase

To access these eService options, go to **www.creative.com,** select your region and go to the **Support** area.

eService Options

Knowledgebase*

Available online - 24 hours

Creative's Knowledgebase empowers you to quickly resolve your queries by using natural language support and stepping you through targeted questions to help pinpoint the best solution to your particular problem. The Knowledgebase also provides access to Frequently Asked Questions (FAQs) and Technical Specifications on the Creative product range.

eMail

Should you not obtain a solution to your question using our Knowledgebase system, you can contact our support staff through email by completing our web based email query form (see also the **Creative Technical Support Centers** section for information on regional email addresses). You must have registered your product to access this service.
Please see "Registering your Product" on page 3 for more details.

Driver/Firmware

The Creative web site offers a range of updates and drivers for our products in a variety of operating systems.

Product Documentation

Browse Creative's extensive library of product installation and user manuals to find documentation for your Creative product.

Telephone

Should you not obtain a solution to your question, or if you do not have web site access, then you can contact our service support team via telephone. Telephone numbers can be found in the **Creative Technical Support Centers** section. You must have registered your product to access this service.
Please see "Registering your Product" on page 3 for more details.

* *For European Knowledgebase, native language support provided in English, French, German, Italian and Spanish*

Registering your Product

In order to receive Technical Support by phone or email, it is necessary to register your product. You can do this when installing your product or, alternatively, you can go to **www.creative.com/register** and register online.
There are a host of other benefits to registering your product such as:

- ❑ Email notifications of attractive promotions and events.
- ❑ Hot news and tips on the latest and upcoming products that fully complement what you have already purchased.

We assure you that all information you provide will be kept strictly confidential, and that you have the choice to opt in or out of mail listings. Your information is protected by our Privacy Policy. For Australian users, visit the Private Policy address at **www.australia.creative.com** or email at **privacy@clau.creative.com**

Product Returns

Please retain all product contents and packaging until you are fully satisfied with your product. **It is very important to keep your Proof of Purchase for the duration of the Warranty period, as it is necessary should you have a product defect and need to return your product.**

If, after using the Creative support services, you believe your Creative product to be defective, you should verify the purchase date and take the appropriate action as detailed below:

Americas

Please refer to "Returning your Product for Repair/Replacement" on page 4.

Europe

Should your store receipt indicate that the product is less than 30 days old, you have the option of returning the full product to the Dealer/Retailer for a replacement or credit. The 30-day time period may not apply in all instances, so please check the Dealer/Retailer replacement/credit terms. If your product is more than 30 days old and within warranty, please refer to **"Returning your Product for Repair/Replacement" on page 4**.

Asia Pacific region

Please contact the dealer who sold you the product. Your dealer may be able to assist you. If you are unable to do so, contact your local authorised distributor or the relevant Creative Technical Support Center. For details on your nearest authorised distributor and Technical Support Center, visit the Asia website at **www.asia.creative.com/support/warranty**
Note: Product returns shall only be accepted if the product is purchased from authorised dealers.

If you are returning a product for factory service, please refer to the **Returning your Product for Repair/Replacement** section below. For warranty terms and conditions, please go to **www.asia.creative.com/support/warranty** and select your region, if necessary.

Returning your Product for Repair/ Replacement

Creative requires that all returns for repair/replacement must be first issued with a Return Merchandise Authorization (RMA) number. To return a product for factory service, contact the regional Creative Technical Support Center. Once the staff has verified that the product is defective, you will be given an RMA number.

When returning a product for factory service:

- ❑ You will be asked to supply a dated Proof of Purchase, to validate your Warranty,
- ❑ Shipment to Creative is at your expense and you assume all risk. If necessary, ship the package through a carrier that provides proof of delivery. Insure the shipment at full product value.
- ❑ Write the RMA number on the outside of the package. Creative cannot accept any return that does not include an RMA number on the package.
- ❑ You should only return the defective item(s) and mail it to the address provided by the Technical Support Center.
- ❑ Use proper materials for packing the item(s) for shipment.

Shipping Tariffs

Outside the United States & the European Union

To avoid tariffs when shipping a product to Creative from outside the US or the EU, or from zones with special tax status, you must complete the relevant customs documentation before shipping the product. To ensure delivery, Creative may include charges for return shipment.

Creative Technical Support Centers

Americas - *Native Language support provided*

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
English	Creative Labs Inc. Technical Support, 1523 Cimarron Plaza, Stillwater, OK 74075 U.S.A.	405 742 6622	405 742 6633	9:00 a.m -6:00 p.m Monday - Friday (U.S.A. Central time) (Closed public holidays)	www.americas.creative.com	See: www.americas. creative.com for contact details.
French	Creative Labs Inc. Support Technique, 1523 Cimarron Plaza, Stillwater, OK 74075 Etats-Unís.	405 742 2385	405 742 5227	9:00 a.m -6:00 p.m Monday - Friday	www.americas.creative.com	support_technique@ creativelabs.com
Brazillian	Creative Labs Inc. Assistência Técnica, 1523 Cimarron Plaza, Stillwater, OK 74075 EUA.	405 742 2380	+1 405 742-6613	9:00 a.m -6:00 p.m Monday - Friday (U.S.A. Central time)	www.americas.creative.com	suporte@creativelabs.com
Spanish	Creative Labs Inc. Soporte Tecnico, 1523 Cimarron Plaza, Stillwater, OK 74075 EE.UU	405 742 2380	+1 405 742 6613	9:00 a.m -6:00 p.m Monday - Friday	www.americas.creative.com	soporte@creativelabs.com

Creative Technical Support Centers

Europe - *Native Language support provided*

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
United Kingdom	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333200	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Germany	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380000	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Ireland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 8207555	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
France	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333220	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Spain	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380020	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Italy	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333210	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

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Austria	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380060	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Belgium	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333291	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Holland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333272	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Switzerland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380070	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Portugal	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380010	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Denmark	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333230	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Finland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333270	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

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Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Norway	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333240	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Sweden	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380030	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Czech Republic	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333280	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Poland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380040	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Hungary	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333290	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Russia	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380080	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

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Asia Pacific region - *Unless otherwise stated, support is in English*

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Australia & New Zealand	Creative Labs (Australia) Pty Ltd. Unit 10, Discovery Cove, 1801 Botany Road, Banksmeadow, NSW 2019, Australia **Mailing Address:** Locked Bag 5000 Banksmeadow, NSW 2019 Australia	Australia (02) 9666-6500 New Zealand (61-2) 9666-6500	Australia (02) 9666-6900 New Zealand (61-2) 9666-6900	9:00 a.m - 5:30 p.m Monday - Friday Eastern Standard Time (except public holidays).	www.australia.creative.com	www.asia.creative.com/support/contact
Japan	Creative Media KK 3F Kanda Eight Bldg., 4-6-7 Soto Kanda, Chiyoda Ward, Tokyo 101-0021 Japan	(81-3) 3254-0393	(81-3) 3254-9820	10:00 a.m - 12:00 p.m & 1:00 p.m - 5:00 p.m Monday - Friday (except public holidays)	www.japan.creative.com (in Japanese)	www.asia.creative.com/support/contact
Taiwan	Creative Labs Taiwan Co., Ltd., 15F No.163 Keelung Rd. Sec 1, Hsin Yi District, Taipei 110-42 R O C Taiwan	(886-2) 2748-2988 [Extensions 601 and 602]	(886-2) 2748-2989	9:00 a.m - 12:00 p.m & 1:00 p.m - 6:00 p.m Monday - Friday (except public holidays)	www.taiwan.creative.com (in Traditional Chinese)	www.taiwan.creative.com/feedback/support.asp (in Traditional Chinese)
Hong Kong & Macau	Creative Labs (Hong Kong) Ltd., Unit 27-31, 9/F, Hong Kong International Trade & Exhibition Centre, No. 1 Trademart Drive, Kowloon Bay, Kowloon, Hong Kong	(852) 2148-6151 or (852) 2148-6152	(852) 2331-2151	9:15 a.m - 12:15 p.m & 1:45 p.m - 5:45 p.m Monday - Friday 9:15 a.m - 12:45 p.m Saturday (except public holidays)	www.asia.creative.com/hongkong	www.asia.creative.com/support/contact

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Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Mainland China	Creative Hohan Technology Ltd (Headquarters) Creative Park, No. 18, Block 2, Anhuaxili, Chaoyang District, Beijing 100011, People's Republic of China **Mailing Address:** Mail Box 58, Anwai Post Office, Chaoyang District, Beijing 100011, People's Republic of China	(86-10) 6425-5500 [Extensions 8301 ~ 8304]	(86-10) 6425-5500 [Extension 8300]	9:00 a.m - 6:00 p.m Monday - Saturday (except public holidays)	www.china.creative.com (in Simplified Chinese)	www.china.creative.com/support/feedback (in Simplified Chinese)
South Africa	Creative Labs Africa (Pty) Ltd., 1F North East Wing, Corner K101 & Old Pretoria Road, Midrand, Johannesburg, South Africa **Mailing Address:** PO Box 76761, Wendywood 2144 Republic of South Africa	(27-11) 805-0188	(27-11) 805-0190	8:00 a.m - 12:00 p.m & 1:00 p.m - 5:00 p.m Monday - Friday (except public holidays)	www.asia.creative.com	www.asia.creative.com/support/contact
Malaysia	Creative Labs Sdn Bhd, D-2-5 Megan Phileo Promenade, Jalan Tun Razak 50400 Kuala Lumpur, Malaysia	(60-3) 2164-7199	(60-3) 2164-7198	9:00 a.m - 6:30 p.m Monday - Thursday & 9:00 a.m - 6:00 p.m Friday (except public holidays)	www.asia.creative.com	www.asia.creative.com/support/contact
Singapore & all other Asia-Pacific countries	Creative Technology Ltd., 31 International Business Park, Creative Resource, Singapore 609921, Republic of Singapore	(65) 6895-4100	(65) 6895-4029	9:00 a.m - 6:00 p.m Monday - Friday (except public holidays)	www.asia.creative.com	www.asia.creative.com/support/contact

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Version 1.00 August 2002